

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 15E244		X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		X3) DATE SURVEY COMPLETED 03/01/2011	
NAME OF PROVIDER OR SUPPLIER RURAL HEALTH CARE				STREET ADDRESS, CITY, STATE, ZIP CODE 1747 NORTH RURAL STREET INDIANAPOLIS, IN46218			
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F0000	<p>This visit was for the Investigation of Complaints IN00086310 and IN00086339.</p> <p>Complaint IN00086310 - Substantiated. No deficiencies related to the allegations are cited.</p> <p>Complaint IN00086339 - Unsubstantiated, due to lack of evidence.</p> <p>Unrelated deficiencies cited.</p> <p>Survey Dates: 2/28/11 and 3/01/11</p> <p>Facility number: 000388 Provider number: 15E244 AIM number: 100454140</p> <p>Survey Team: Carol Diane Dierks, R.N.</p> <p>Census bed type: NF: 42 Total: 42</p> <p>Census payor type: Medicaid: 42 Total: 42</p> <p>Sample: 7</p> <p>These deficiencies also reflect state findings cited in accordance with 410 IAC</p>			F0000	<p>This plan of correction is to serve as Rural Health Care's credible allegation of compliance. Submission of this plan of correction does not constitute an admission by Rural Health Care or it's management company that the allegations contained in the survey report are a true and accurate portrayal of the provision of nursing care and other services in this facility. Nor does this submission constitute an agreement or admission of the survey allegations. We are in compliance as of 03/18/2011 and respectfully request paper review.</p>		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (see instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

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OMB NO. 0938-0391

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	16.2. Quality review 3/08/11 by Suzanne Williams, RN						

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F0224 SS=D	<p>Based on interview and record review, the facility failed to ensure a resident was free from punishment by staff. Facility staff removed one resident's radio without his permission and stated it would not be returned to his possession unless he agreed to keep the volume down, for 1 of 3 residents reviewed for abuse in a sample of 7 residents. (Resident G)</p> <p>Findings include:</p> <p>In an interview with Resident G, on 3/01/11 at 3:15 p.m., he indicated he had several concerns. One of his concerns was he wanted to play his gospel music in his room, but staff said "...not all people like gospel music..."</p> <p>Resident G's clinical record was reviewed on 3/01/11 at 3:20 p.m.. His diagnoses included, but were not limited to, dementia with behavioral disturbances - verbal and physical aggression, status post supra pubic catheter secondary to prostate cancer, history of medical non-compliance, diabetes mellitus type II, chronic kidney disease - stage III, depression and convulsions. The resident was admitted to the facility on 1/03/11.</p> <p>The history and physical (H & P) from a local hospital, dated 12/27/10, indicated</p>			F0224	<p>F224 483.13(c)(1)(i) STAFF TREATMENT OF RESIDENTS It is the practice of Rural Health Care to develop and implement policies and procedures that prohibit mistreatment, neglect, and abuse of residents and misappropriation of property. The facility does not use verbal, sexual, physical, and mental abuse, corporal punishment, and involuntary seclusion. I. Resident G has been assessed by Social Services and shows no signs of distress regarding the event that occurred on 1/15/11. His behavior care plan has been updated to include provisions for listening to his radio. As indicated in the survey report, there have been no further issues since the resident's roommate was moved to a new room. The nurse described in the survey report was re-educated regarding our abuse policy. II. All residents have the potential to be affected. The care plans have been reviewed and updated as necessary for any resident who wishes to listen to the radio or watch television with a loud volume. III. Facility personnel have been re-educated regarding the facility's Abuse policy. This inservice included the resident's right to have personal property including radios with reasonable accommodations so as not to disturb other residents. Headphones are now available in</p>		03/25/2011

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	<p>"...found at home with bleeding around Foley catheter site as well as pain...is well known to our service...has been multiple times in the past...last admission just over a month ago, he was...found riding his electric motor scooter through the street...." The H&P also indicated the resident was involved with Adult Protective Services (APS) and he was evaluated by Psychiatry and was found to be "...incompetent to make his own medical decisions..."</p> <p>The nursing notes indicated the following: 1/12/11 at 10:45 p.m.: "...has the radio and TV up very loud disturbing his room mate..." 1/13/11 at 1:30 a.m.: "...in wheelchair with radio loud...asked to turn radio down by female CNA (certified nurse aide) staff. Resident stated, 'I don't do what no woman tells me to do and if you come in here again...I'm gonna call the police on you.' A male CNA made same request and turned resident's radio down...remained...low remainder of shift...." 1/14/11 at 1:00 a.m.: "...Resident in room with radio up loud refusing to turn it down, confrontational towards this writer making gender related statements, asking to have police called to 'get me out of here,' continued to attempt to reason with</p>				<p>the facility to any resident who wishes to listen to radios late at night. Facility personnel have been educated on this accommodation. The interdisciplinary team has been re-educated on the need to formulate a behavior care plan for residents who disturb other residents with loud audio devices. IV. The Director of Social Services or designee is conducting random resident interviews regarding the use of radios and televisions. A sample of 5 residents are interviewed weekly for 30 days to determine if they have been afforded the right to listen to radios/televisions as desired. Then a sample of 5 residents will be interviewed monthly for 90 days. The audits include a review of the care plan to ensure inappropriate behavior (disturbing other residents) is addressed. An investigation will be completed on any allegation of abuse including reporting the allegation to ISDH as required. Results of all audits are reported to the facility's QA Committee for additional recommendations as necessary.</p>		

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	resident to consider others...." 1/14/11 at 2:30 a.m.: "...Entered resident's room related to roommate complaint of music too loud, asked resident to turn music down, resident refused, this writer reached to turn volume down, resident began hitting with balled fist, this writer blocking resident's repeated attempts to strike this writer...(resident) yelling out, 'get out of my room I didn't call you in here'..." 1/14/11 at 3:00 a.m.: "...Resident finally turned gospel music off...." 1/15/11 at 1:05 a.m.: "...This writer and two CNAs entered resident's room to encourage resident to turn radio down to keep from disturbing the roommate...encouraging volume control, resident continues to refuse. Resident's roommate awake, upset, continues to attempt to compromise volume. Resident continues to insist he does not have to control the volume on his radio..." 1/15/11 at 1:15 a.m.: "...Resident's radio unplugged, confiscated until behaviors subside. Resident left room, went to front door in wheelchair yelling for police. This writer approached resident, explained all that needs to be done is to turn volume down. Resident stated, 'You don't tell me what to do with my radio'...Reapproached resident, stated radio will be given back, with volume on low, whenever resident						

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	<p>returned to room..." 1/15/11 at 2:45 a.m.: "...Conversation continued intermittently every 20 minutes, improvement in resident agreement to be considerate...."</p> <p>An interview was conducted with the Director of Nursing (DON) on 3/01/11 at 3:30 p.m. The DON indicated when she discovered Resident G's radio had been confiscated, she called the nurse and did a verbal counseling, but indicated she did not have a record of the verbal counseling. The DON also indicated she did not suspend the nurse and that she (DON) did not report the incident to Indiana State Department of Health. When asked if she considered the incident to be abusive, the DON indicated, "yes". The DON indicated Resident G had threatened "to kick people's a.." and he had threatened to not take his medications so that, per the resident, he would be sent to the hospital and then sent home. DON indicated Resident G was not hard of hearing, but that he and his room mate tried to aggravate each other. She indicated the room mate was moved and there have been no issues with the radio's volume since they have been separated. She indicated there were no care plans which would provide interventions for the resident's wish to listen to his radio with a loud volume.</p>						

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	An interview was conducted with the Activities Aide on 3/01/11 at 3:40 p.m.. She indicated the resident was able to listen to any kind of music that he wants .The Activities Aide indicated she would offer headphones to the resident, if he would like them so he could listen to the volume as loud as he wants. 3.1-28(a)						

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F0225 SS=D	<p>Based on interview and record review, the facility failed to thoroughly investigate the confiscation, by staff, of a resident's radio and failed to report the incident to the Indiana State Department of Health for 1 of 3 residents reviewed for abuse in a sample of 7 residents . (Resident G)</p> <p>Findings include:</p> <p>In an interview with Resident G, on 3/01/11 at 3:15 p.m., he indicated he had several concerns. One of his concerns was he wanted to play his gospel music in his room, but staff said "...not all people like gospel music..."</p> <p>Resident G's clinical record was reviewed on 3/01/11 at 3:20 p.m.. His diagnoses included, but were not limited to, dementia with behavioral disturbances - verbal and physical aggression, status post supra pubic catheter secondary to prostate cancer, history of medical non-compliance, diabetes mellitus type II, chronic kidney disease - stage III, depression and convulsions. The resident was admitted to the facility on 1/03/11.</p> <p>The nursing notes indicated the following: 1/12/11 at 10:45 p.m.: "...has the radio and TV up very loud disturbing his room mate..."</p>		F0225	<p>F225 483.13(c)(1)(ii)-(iii), (c)(2)-(4) INVESTIGATE/REPORT/ ALLEGATIONS/INDIVIDUALS It is the practice of Rural Health Care to ensure that all alleged violations involving mistreatment, neglect, or abuse, including injuries of unknown source and misappropriation of resident property are reported immediately to the administrator of the facility and to other officials in accordance with state law through established procedures including to the state survey and certification agency. I. Resident G has been assessed by Social Services and shows no signs of distress regarding the event that occurred on 1/15/11. His behavior care plan has been updated to include provisions for listening to his radio. As indicated in the survey report, there have been no further issues since the resident's roommate was moved to a new room. The nurse described in the survey report was re-educated on our abuse policy. II. All residents have the potential to be affected. The care plans have been reviewed and updated as necessary for any resident who wishes to listen to the radio or watch television with a loud volume. III. Facility personnel have been re-educated regarding the facility's Abuse policy. This inservice included the resident's right to have personal property including radios</p>		03/25/2011	

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	<p>1/13/11 at 1:30 a.m.: "...in wheelchair with radio loud...asked to turn radio down by female CNA (certified nurse aide) staff. Resident stated, 'I don't do what no woman tells me to do and if you come in here again...I'm gonna call the police on you.' A male CNA made same request and turned resident's radio down...remained...low remainder of shift...."</p> <p>1/14/11 at 1:00 a.m.: "...Resident in room with radio up loud refusing to turn it down, confrontational towards this writer making gender related statements, asking to have police called to 'get me out of here,' continued to attempt to reason with resident to consider others...."</p> <p>1/14/11 at 2:30 a.m.: "...Entered resident's room related to roommate complaint of music too loud, asked resident to turn music down, resident refused, this writer reached to turn volume down, resident began hitting with balled fist, this writer blocking resident's repeated attempts to strike this writer...(resident) yelling out, 'get out of my room I didn't call you in here'..."</p> <p>1/14/11 at 3:00 a.m.: "...Resident finally turned gospel music off...."</p> <p>1/15/11 at 1:05 a.m.: "...This writer and two CNAs entered resident's room to encourage resident to turn radio down to keep from disturbing the</p>				<p>with reasonable accommodations so as not to disturb other residents. Headphones are now available in the facility to any resident who wishes to listen to radios late at night. Facility personnel have been educated on this accommodation. The interdisciplinary team has been re-educated on the need to formulate a behavior care plan for residents who disturb other residents with loud audio devices. IV. The Director of Social Services or designee is conducting random resident interviews regarding the use of radios and televisions. A sample of 5 residents are interviewed weekly for 30 days to determine if they have been afforded the right to listen to radios/televisions as desired. Then a sample of 5 residents will be interviewed monthly for 90 days. The audits include a review of the care plan to ensure inappropriate behavior (disturbing other residents) is addressed. An investigation will be completed on any allegation of abuse including reporting the allegation to ISDH as required. Results of all audits are reported to the facility's QA Committee for additional recommendations as necessary.</p>		

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	<p>roommate...encouraging volume control, resident continues to refuse. Resident's roommate awake, upset, continues to attempt to compromise volume. Resident continues to insist he does not have to control the volume on his radio..."</p> <p>1/15/11 at 1:15 a.m.: "...Resident's radio unplugged, confiscated until behaviors subside. Resident left room, went to front door in wheelchair yelling for police. This writer approached resident, explained all that needs to be done is to turn volume down. Resident stated, 'You don't tell me what to do with my radio'...Reapproached resident, stated radio will be given back, with volume on low, whenever resident returned to room..." 1/15/11 at 2:45 a.m.: "...Conversation continued intermittently every 20 minutes, improvement in resident agreement to be considerate...."</p> <p>An interview was conducted with the Director of Nursing (DON) on 3/01/11 at 3:30 p.m. The DON indicated when she discovered Resident G's radio had been confiscated, she called the nurse and did a verbal counseling, but she did not have a record of the verbal counseling. The DON also indicated she did not suspend the nurse and that she (DON) did not report the incident to the Indiana State Department of Health. When asked if she considered the incident to be abusive, the</p>						

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	DON indicated, "yes". 3.1-28(c) 3.1-28(d) 3.1-28(e)						

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F0226 SS=D	<p>Based on record review and interview, the facility failed to follow their Policy and Procedure for reporting and investigating Abuse, when a staff member confiscated the radio, as punishment without the resident's permission, for 1 of 3 residents reviewed for abuse in a sample of 7. (Resident G)</p> <p>Findings include:</p> <p>In an interview with Resident G, on 3/01/11 at 3:15 p.m., he indicated he had several concerns. One of his concerns was he wanted to play his gospel music in his room, but staff said "...not all people like gospel music..."</p> <p>Resident G's clinical record was reviewed on 3/01/11 at 3:20 p.m.. His diagnoses included, but were not limited to, dementia with behavioral disturbances - verbal and physical aggression, status post supra pubic catheter secondary to prostate cancer, history of medical non-compliance, diabetes mellitus type II, chronic kidney disease - stage III, depression and convulsions. The resident was admitted to the facility on 1/03/11.</p> <p>The nursing notes indicated the following: 1/12/11 at 10:45 p.m.: "...has the radio and TV up very loud disturbing his room</p>			F0226	<p>F226 483.13(c) DEVELOP/IMPLEMENT ABUSE/NEGLECT POLICIES It is the practice of Rural Health Care to develop and implement policies and procedures that prohibit mistreatment, neglect, and abuse of residents and misappropriation of property. I. Resident G has been assessed by Social Services and shows no signs of distress regarding the event that occurred on 1/15/11. His behavior care plan has been updated to include provisions for listening to his radio. As indicated in the survey report, there have been no further issues since the resident's roommate was moved to a new room. The nurse described in the survey report was re-educated on our abuse policy. II. All residents have the potential to be affected. The care plans have been reviewed and updated as necessary for any resident who wishes to listen to the radio or watch television with a loud volume. III. Facility personnel have been re-educated regarding the facility's Abuse policy. This inservice included the resident's right to have personal property including radios with reasonable accommodations so as not to disturb other residents. Headphones are now available in the facility to any resident who wishes to listen to radios late at night. Facility personnel have been educated</p>		03/25/2011

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	mate..." 1/13/11 at 1:30 a.m.: "...in wheelchair with radio loud...asked to turn radio down by female CNA (certified nurse aide) staff. Resident stated, 'I don't do what no woman tells me to do and if you come in here again...I'm gonna call the police on you.' A male CNA made same request and turned resident's radio down...remained...low remainder of shift..." 1/14/11 at 1:00 a.m.: "...Resident in room with radio up loud refusing to turn it down, confrontational towards this writer making gender related statements, asking to have police called to 'get me out of here,' continued to attempt to reason with resident to consider others..." 1/14/11 at 2:30 a.m.: "...Entered resident's room related to roommate complaint of music too loud, asked resident to turn music down, resident refused, this writer reached to turn volume down, resident began hitting with balled fist, this writer blocking resident's repeated attempts to strike this writer...(resident) yelling out, 'get out of my room I didn't call you in here'..." 1/14/11 at 3:00 a.m.: "...Resident finally turned gospel music off..." 1/15/11 at 1:05 a.m.: "...This writer and two CNAs entered resident's room to encourage resident to turn radio down to				on this accommodation. The interdisciplinary team has been re-educated on the need to formulate a behavior care plan for residents who disturb other residents with loud audio devices. IV. The Director of Social Services or designee is conducting random resident interviews regarding the use of radios and televisions. A sample of 5 residents are interviewed weekly for 30 days to determine if they have been afforded the right to listen to radios/televisions as desired. Then a sample of 5 residents will be interviewed monthly for 90 days. The audits include a review of the care plan to ensure inappropriate behavior (disturbing other residents) is addressed. An investigation will be completed on any allegation of abuse including reporting the allegation to ISDH as required. Results of all audits are reported to the facility's QA Committee for additional recommendations as necessary.		

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	<p>keep from disturbing the roommate...encouraging volume control, resident continues to refuse. Resident's roommate awake, upset, continues to attempt to compromise volume. Resident continues to insist he does not have to control the volume on his radio..."</p> <p>1/15/11 at 1:15 a.m.: "...Resident's radio unplugged, confiscated until behaviors subside. Resident left room, went to front door in wheelchair yelling for police. This writer approached resident, explained all that needs to be done is to turn volume down. Resident stated, 'You don't tell me what to do with my radio'...Reapproached resident, stated radio will be given back, with volume on low, whenever resident returned to room..." 1/15/11 at 2:45 a.m.: "...Conversation continued intermittently every 20 minutes, improvement in resident agreement to be considerate...."</p> <p>An interview was conducted with the Director of Nursing (DON) on 3/01/11 at 3:30 p.m. The DON indicated when she discovered Resident G's radio had been confiscated, she called the nurse and did a verbal counseling, but she did not have a record of the verbal counseling. The DON also indicated she did not suspend the nurse and that she (DON) did not report the incident to the Indiana State Department of Health. When asked if she</p>						

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	<p>considered the incident to be abusive, the DON indicated, "yes".</p> <p>The Policy and Procedure for Abuse was provided by the Administrator on 2/28/11. The policy indicated "Policy Interpretation and Implementation" 2. "Our abuse preventing/intervention program may include, but is not limited to the following: j. Assessing, care planning, and monitoring of residents with needs and behaviors that may lead to conflict or neglect...K. Assessing residents with signs and symptoms of behavior problems and developing and implementing care plans that can assist in resolving behavioral issues..." "Abuse Investigations"... All reports of resident abuse... shall be promptly and thoroughly investigated by facility management... 7. Employees of this facility who have been accused of resident abuse will be suspended from duty until the results of the investigation have been reviewed by the Administrator... 10. The results of the investigation will be documented...Allegations of abuse are reported to the state survey agency within 24 hours..." "Protection of Residents During Abuse Investigating " indicated "...1a. Employees accused of participating in the alleged abuse will be immediately suspended until findings of the</p>						

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	<p>investigation have been reviewed by the Administrator..." "Reporting Abuse... 3. The Administrator must be immediately notified of suspected... allegations of... or incidents of abuse... if... occurs after hours...the Administrator must be called ...paged and informed of such incident..." "... f. Mental abuse is defined as, but not limited to: humiliation, harassment, threats of punishment....h. Misappropriation of resident's property is defined as deliberate misplacement...without the resident's consent...."</p> <p>3.1-28(a)</p>						

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F0279 SS=D	<p>Based on record review and interview, the facility failed to initiate a behavior care plan, with appropriate interventions to address a resident's behavior of listening to loud music and related to female care givers, for 1 in 3 residents reviewed for behavior care planning in a sample of 7 residents. (Resident G)</p> <p>Findings include:</p> <p>In an interview with Resident G, on 3/01/11 at 3:15 p.m., he indicated he had several concerns. One of his concerns was he wanted to play his gospel music in his room, but staff said "...not all people like gospel music..."</p> <p>Resident G's clinical record was reviewed on 3/01/11 at 3:20 p.m.. His diagnoses included, but were not limited to, dementia with behavioral disturbances - verbal and physical aggression, status post supra pubic catheter secondary to prostate cancer, history of medical non-compliance, diabetes mellitus type II, chronic kidney disease - stage III, depression and convulsions. The resident was admitted to the facility on 1/03/11.</p> <p>The nursing notes indicated the following: 1/12/11 at 10:45 p.m.: "...has the radio and TV up very loud disturbing his room</p>			F0279	<p>F279 483.20(d), 483.20(k)(1) COMPREHENSIVE CARE PLANS It is the practice of Rural Health Care to review and revise the resident's comprehensive care plan. I. Resident G has been assessed by Social Services and shows no signs of distress regarding the event that occurred on 1/15/11. His behavior care plan has been updated to include provisions for listening to his radio. As indicated in the survey report, there have been no further issues since the resident's roommate was moved to a new room. The nurse described in the survey report was re-educated on our abuse policy. II. All residents have the potential to be affected. The care plans have been reviewed and updated as necessary for any resident who wishes to listen to the radio or watch television with a loud volume. III. Facility personnel have been re-educated regarding the facility's Abuse policy. This inservice included the resident's right to have personal property including radios with reasonable accommodations so as not to disturb other residents. Headphones are now available in the facility to any resident who wishes to listen to radios late at night. Facility personnel have been educated on this accommodation. The interdisciplinary team has been re-educated on the need to</p>		03/25/2011

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	mate..." 1/13/11 at 1:30 a.m.: "...in wheelchair with radio loud...asked to turn radio down by female CNA (certified nurse aide) staff. Resident stated, 'I don't do what no woman tells me to do and if you come in here again...I'm gonna call the police on you.' A male CNA made same request and turned resident's radio down...remained...low remainder of shift..." 1/14/11 at 1:00 a.m.: "...Resident in room with radio up loud refusing to turn it down, confrontational towards this writer making gender related statements, asking to have police called to 'get me out of here,' continued to attempt to reason with resident to consider others..." 1/14/11 at 2:30 a.m.: "...Entered resident's room related to roommate complaint of music too loud, asked resident to turn music down, resident refused, this writer reached to turn volume down, resident began hitting with balled fist, this writer blocking resident's repeated attempts to strike this writer...(resident) yelling out, 'get out of my room I didn't call you in here'..." 1/14/11 at 3:00 a.m.: "...Resident finally turned gospel music off..." 1/15/11 at 1:05 a.m.: "...This writer and two CNAs entered resident's room to encourage resident to turn radio down to				formulate a behavior care plan for residents who disturb other residents with loud audio devices. IV. The Director of Social Services or designee is conducting random resident interviews regarding the use of radios and televisions. A sample of 5 residents are interviewed weekly for 30 days to determine if they have been afforded the right to listen to radios/televisions as desired. Then a sample of 5 residents will be interviewed monthly for 90 days. The audits include a review of the care plan to ensure inappropriate behavior (disturbing other residents) is addressed. An investigation will be completed on any allegation of abuse including reporting the allegation to ISDH as required. Results of all audits are reported to the facility's QA Committee for additional recommendations as necessary.		

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	<p>keep from disturbing the roommate...encouraging volume control, resident continues to refuse. Resident's roommate awake, upset, continues to attempt to compromise volume. Resident continues to insist he does not have to control the volume on his radio..."</p> <p>1/15/11 at 1:15 a.m.: "...Resident's radio unplugged, confiscated until behaviors subside. Resident left room, went to front door in wheelchair yelling for police. This writer approached resident, explained all that needs to be done is to turn volume down. Resident stated, 'You don't tell me what to do with my radio'...Reapproached resident, stated radio will be given back, with volume on low, whenever resident returned to room..." 1/15/11 at 2:45 a.m.: "...Conversation continued intermittently every 20 minutes, improvement in resident agreement to be considerate...."</p> <p>There were no care plans located in the clinical record to address the resident's behavior related to his listening to gospel music loudly on his radio or his response to female caregivers. There was no documentation located which would indicate types of interventions to utilize with the resident related to his behaviors.</p> <p>An interview was conducted with the Director of Nursing (DON) on 3/01/11 at</p>						

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	<p>3:30 p.m. The DON indicated when she discovered Resident G's radio had been confiscated, she called the nurse and did a verbal counseling, but indicated she did not have a record of the verbal counseling. The DON also indicated she did not suspend the nurse and that she (DON) did not report the incident to the Indiana State Department of Health. When asked if she considered the incident to be abusive, the DON indicated, "yes". The DON indicated Resident G had threatened "to kick people's a--" and he had threatened to not take his medications so that, per the resident, he would be sent to the hospital and then sent home. DON indicated Resident G was not hard of hearing, but that he and his room mate tried to aggravate each other. She indicated the room mate was moved and there have been no issues with the radio's volume since they have been separated. She indicated there were no care plans which would provide interventions for the resident's wish to listen to his radio with a loud volume.</p> <p>A interview was conducted with the Activities Aide on 3/01/11 at 3:40 p.m. She indicated the resident was able to listen to any kind of music that he wants. The Activities Aide indicated she would offer headphones to the resident, if he</p>						

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	<p>would like them so he could listen to the volume as loud as he wants.</p> <p>"The Policy and Procedure for Abuse" was provided by the Administrator on 2/28/11. The policy indicated "Policy Interpretation and Implementation" 2. "Our abuse preventing/intervention program may include, but is not limited to the following: j. Assessing, care planning, and monitoring of residents with needs and behaviors that may lead to conflict or neglect...K. Assessing residents with signs and symptoms of behavior problems and developing and implementing care plans that can assist in resolving behavioral issues...."</p> <p>3.1-35(a)</p>						